OPEN Case #25-01591

From: s13rravan3ssa87
s13rravan3ssa87@proton.me

To: CGlover@eugene-or.gov
CGlover@eugene-or.gov

On: Tuesday, February 3, 2026 at 9:21:55 PM

Mr. Glover,

You are assigned to the following Code & Compliance complaint:

Case Number 25-01591

Address - 1840 ONYX ALY

Status - Open

Rental Housing Code Standards - Other

Contact - GLOVER CHRIS

Complaint received - 11/6/2025

Permit application - 11/6/2025

E-mail - 11/6/2025

I am the tenant at Unit B - which I believe is not in The City of Eugene database.

I am the one who has filed 3 formal complaints since July, as well as 2 rental housing complaints for my address specifically, although I may have filed without specifying the unit considering Unit A also has no certificate of occupancy (the off record duplex renovation at 1840 invalidated the original single-dwelling certification).

I just noticed today that something from my multiple reports was finally logged at this address.

- I am very appreciative of that. I've been struggling thru this since July, still waiting on a porting voucher.

Questions:

1. What happens to my complaints specifying Unit B - considering Unit B isn't in your database?

2. Were all of my complaints received & logged but classified under this one particular complaint?

3. Why is the case still open?

4. Why has the case not been assigned to Code & Compliance &/or Inspections?

5. What is the process to reach a status of resolved?

6. Where is this case at in that process?

7. Can I be of assistance in the case by supplying further data or images/video?

My initial email & phone number attached to all former complaints are no longer accessible. If you could, please respond to this email at your earliest convenience I would greatly appreciate it.

Thank you so much for your time,

Sierra V Carbary

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458-250-1070